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| 1. **JOB IDENTIFICATION**

**Job Title: eHealth Incident Manager****Responsible to: Service Support Manager****Department: Operations****Directorate: eHealth** |
| **2. JOB PURPOSE** |
| Responsible for ensuring continued support, improvement and communication of IT Service Desk provision to all NHSGGC users through appropriate IT teams. Responsible for the management of all incidents (including major incidents) and problems related to IT services to limit potential disruption, enabling a return to business as usual service as soon as possible. Production of monthly management information. Develop, prepare, agree and communicate procedures to all relevant parties. Role is focused on managing services provided through the IT Service Desk in support of current local eHealth delivery and requirements to contribute to the development of support processes for new and changing NHSGGC and National Services.  |
| **3. ROLE OF DEPARTMENT** |
| The overall aim of the eHealth Directorate is to deliver and maintain a comprehensive integrated information, technology and record management strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners. This includes patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Government Health Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations. The eHealth Directorate has approximately 1,700 staff, a revenue budget of approximately £80.m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £2-4m and non-recurring eHealth budget of approximately £10m. The eHealth Directorate comprises the following departments:* **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI’s and SLA’s. In addition, Information security and compliance.
* **Strategy, Programmes and Innovation** - responsible for the development of the medium to long term eHealth Strategy and enabled Innovation Programmes, linking with Innovators such as clinicians, R&D, industry and SME's within NHSGGC, West of Scotland, and the broader Innovation community and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development,
* **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Clinical Coding and Business Intelligence.
* **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics and ward clerk services
* **Business and Resource Management** – responsible for financial management, procurement & contract management, audit, risk management, Programme Management Office (PMO), Information Governance, FOI responses and overarching aspects of staff governance and organisational development, Health & Safety, general Directorate wide governance and facilities management activities.
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| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| Direct responsibility for monitoring, developing and improving the quality of incident and problem management through interdepartmental working and IT Service Desk provision to 35,000+ users across NHSGGC through ongoing identification, analysis and reporting of performance and activity. Identification of areas for improvement and the implementation of new processes and procedures to meet client expectations in line with organisational requirements. Management of incidents and problems relating to IT services and interdepartmental interaction, including Service Desk facilities which receive 20,000+ contacts per month. Ensuring service level targets and associated processes and procedures for Service Desk Contact and Incident / Problem Management are clearly defined, implemented and met by internal staff and external suppliers. Escalation point for all eHealthteams and Service Desk staff in relation to incidents and problems raised. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **Incident Management**1. Development, agreement, implementation and management of incident management policies and procedures for all IT systems to ensure minimum disruption to service of clinical and corporate applications, therefore reducing impact on patient care.
2. Monitoring, analysing and reporting on incidents affecting the IT environment, performing sks such as: prioritising and categorising incidents; management of major incidents and ensuring that escalations and communications are managed appropriately to limit the potential disruption to service and return to business as usual as quickly as possible.
3. Train, guide and advise other IT staff as required in incident management processes.
4. Produce monthly standard reports and respond timeously to requests for information relating to incident management activities from management and eHealthteams.

**Problem Management**1. Development, agreement, implementation and management of problem management policies and procedures for all IT systems to ensure minimum disruption to service of clinical and corporate applications, therefore reducing impact on patient care.
2. Identification of multiple occurrences of related incidents from which problem records are created and managed, ensuring that root cause analysis is carried out as part of problem resolution, with identification of actions and their owners.
3. Ensure effective management of incidents which have a known root cause that has not yet been resolved.
4. Train, guide and advise other IT staff as required in problem management processes.
5. Monitor and ensure information relating to problems is maintained including appropriate workarounds and resolutions to reduce the number and impact of incidents over time.
6. Monitoring, analysing and reporting on problems, performing tasks such as: categorising types of problems; identifying trends, monitoring updates and ensuring proposed correct actions are completed and documented appropriately.

**Service & Client Management**1. Directly responsible for delivering best practice IT Incident and Problem Management processes providing efficient and effective support to internal eHealth customers.
2. Develop and maintain good working relationships with regular (sometimes complex) communication with eHealth Staff and key suppliers of associated services
3. Ensure that customers' issues are addressed timeously from all IT staff and identify opportunities for improvement in service delivery, keeping abreast of industry best practise.
4. Develop and implement key performance indicators for the measurement of accurate and prompt resolution of eHealth incidents.
5. Resolving conflict or contention for service within defined priorities, escalating actions as necessary.
6. Review, assist in the development of and agree global communications for users in relation to unplanned system outages with other IT staff ensuring they are easily understood.
7. Ensure all communications are issued to agreed timetables, and directed to the right people where possible and are kept updated as appropriate if circumstances change during an outage/incident.
8. Liaising with Service Level manager to facilitate required information provision or review of 3rd Party Vendor reporting on Service Level Agreements

The above is not exhaustive, and the post-holder may be required to fulfill any other reasonable requests for support on other computer related matters. |
| **7a&b. EQUIPMENT, MACHINERY & SYSTEMS** |
| The post holder will use and ensure maintenance and services in support of a complex range of computer equipment and systems, including: -* Servers, network equipment, PCs, printers and other computer peripherals.
* Microsoft operating systems, Microsoft Applications, Adobe Applications, Sharepoint, databases and other network systems.
* E-mail Systems, Internet and Intranet.
* Service Desk Software Application and Reporting Tools.
* Various Databases, such as IT Asset Register, Change Control, etc.
* IT Service Management system, ServiceNow.
* Business Support systems such as SSTS, eExpenses, ePayroll and eESS
* There will be a requirement to support single user systems, applications, and multi user departmental systems, with operational awareness required, even if not a frequent user.
* Specialist IT Clinical Systems delivery services throughout the organisation.

The post holder will use a range of electronic and manual recording and reporting systems, including but not limited to 3rd party contracts, personnel, technical, legislative & supplier literature.The post holder will use a range of standard office machinery & equipment, including: -* Scanners / Photocopiers or Multi Function Devices
* Telephony
* Tele conferencing
* Web Ex
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| **8. DECISIONS AND JUDGEMENTS** |
| * Key areas of responsibility and agreed priorities & objectives will be agreed with the IT Change Manager in keeping with NHSGGC eHealth Digital Strategy & National eHealth Strategy.
* The majority of the post holder’s activity will be self initiated and proactive in response to meeting objectives of the job with freedom to act / autonomy in the following Key Areas: -
* Interpretation and response to requests for areas of work or escalation of all incidents and problems (sometimes complex) including anticipation and resolution of issues.
* Individual issue resolution or complex communication to the rest of the eHealth Directorate and customers as appropriate (proactive and responsive).
* Interpretation, communication and submission of information to IT Managers relating to Incident and Problem Management and local eHealth referral and Support team performance (to key performance indicators where available).
* Interpretation and communication of information to and from 3rd party suppliers in relation to Incident and Problem Management.
* Decisions, directions and communication to External Suppliers (proactive and responsive).
* Proactively establishing customer expectations and providing developments in service provision or performance measures to facilitate agreement and satisfaction where possible.
* Management, direction and development and necessary discipline of staff
* Regular deputisation and delegation for IT Change Manager as requested or on demand.
* Frequent interaction and joint working on key projects or pieces of analysis or Service and Quality Improvement with the Service Level Manager for the Directorate.
* Direct management of Incident & Problem Management within NHS GGC.
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| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| Communication is a key element to this role with the ability to communicate effectively at all levels an absolute requirement. Other than obvious inter departmental communication, all users of IT equipment or services are able to converse with the post holder at any time, whether junior or senior, clinical or clerical. The nature of communication is wide ranging from basic to complex eHealthissues, technical to supportive, informative to emotive. Depending on the recipient of the communication this can be positive news regarding improvements of service, informative news regards to changes in service, negative news regarding unavoidable service outage. Internal - in person communication, e-mail, telephone or group presentation: -* Issue agreed eHealth Incident communications
* Issue agreed communication to all IT Users on demand for all Major Incidents or unplanned Service Outages.
* Close collaboration with team leaders, the remaining IT Infrastructure team members, other eHealth Management teams and National NHS IT personnel.
* Executive team members, senior clinical and medical staff, General Managers, Service Managers, Departmental managers or Heads of Departments and a wide range of users of IT systems and services.

External - in person communication, e-mail, telephone or presentation: -* Issue agreed eHealth Incident communications
* With external suppliers, especially those with key contractual relationships within NHSGGC, NHS Scotland or Scottish Government.
* Organisations providing legislation, best practice or governance surrounding IT provision, ie Federation Against Software Theft, British Computing Society and ITIL .
* Auditors in regards to process, output, surrounding IT Incident and Problem Management provision.
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| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Ability to deliver initiative, proactivness and subjectivity at times of high demand or pressure, such as major clinical or IT system outage or dealing with staff on emotional or personal issues, quite often with limited support.
* Knowledge that major impact on clinical and medical services can be affected by initiative, decisiveness and promptness of reactions to loss of IT services can create high levels of stress, often requiring explosive effort.
* Understanding & progressing resolution of known problems which can be complex in nature both technically and in regards to understanding clinical or organisational implications.
* Lengthy periods of concentration are required analysing eHealth issues whilst balancing frequent interruptions by IT Service Users or department staff, and multi-tasking.
* Maintaining and increasing productivity within Contracted Hours for themselves and for direct reports.
* Maintaining knowledge in area of expertise including industry, managerial, technical & legislative advancements, whilst continuing to carry out day to day activities.
* Physical demands on time management and ability to diversify due to team of staff with varying responsibilities & skills, ensuring performance measures are met & improved upon.
* Frequent Inter-site & intra-site mobility, including travelling anywhere as & when required.
* Working with and motivating NHSGGC virtual IT teams without direct line management or authority, whilst managing resources effectively.
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Providing service improvements necessary to meet the service levels of IT users through management of incidents and problems which may affect patient care while ensuring all interested parties are kept updated with progress. Developing, implementing and communicating incident and problem management processes for all IT systems to ensure minimum interruption to service delivery of applications.Concluding the resolution of Incidents or Problems with IT teams and resources to whom the post holder has no authority, with high and conflicting demands on resources, to the benefit of end users.Delivering all elements of role with a changing and growing NHSGGC and National community and structure, ensuring correct prioritisation and categorisation of complex Incidents, often many at one time, whilst ensuring patient care is delivered effectively and with minimal risk to continuity of IT services.Managing and prioritising a balance of scheduled work and services with periodic emergency work, whilst preserving team dynamics and motivation to achieve and surpass performance measurements. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Significant demonstrable experience of working in an eHealth service or support function with proven ability of managing staff with diverse skills and abilities.Educated with degree in IT, Business Management or related field, or holds equivalent level of professional IT qualifications. Qualified in ITIL Foundation level is required and ITIL Service Management preferable (optional, training may be provided).In depth knowledge of IT Support and Service Delivery Management is essential as is competence in troubleshooting, root cause analysis and problem solving. High level of familiarity of the concepts, standards, technology, tools, procedures, hardware, software and services in use for delivering IT services is required (section 7 for details).Proven ability to understand the business aspects of information systems and applications supported, and knowledge of technical aspects of application systems, hardware and software environments in which they run, to ensure impact is known for loss or interruption to services.High levels of analytical and numeric skills are essential.Highly developed & fine Keyboard skills are required.High level of communication and negotiating skills and the ability to diplomatically deal with all levels of users and senior management must be demonstrable. High level of knowledge of legislation, best practices and procedures surrounding IT.Managerial competencies including excellent team lead experience, with organised approach to administration, workloads and prioritisation across multi skilled teams and complex services. Exposure to NHS is desirable. |

**History:**

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| **Version** | **Date** | **Comment** |
| V1.0 |  | Caje# July14 |
| V1.1 | 11/05/2021 | Transferred to new JD template. |
| V1.2 | 14/01/2022 | Section10 EU Working Directives deleted |
| V1.3 | 04/03/2025 | Section 3 Role of Department updated |